



AppleCare Professional SupportLine and Tools

Key Features

Comprehensive

- Expert telephone support for one year
- Software recovery
- Software troubleshooting
- Hardware troubleshooting
- System optimization
- Hardware repair training

Authoritative

- Gives you direct telephone access to senior Apple technical support experts
- Provides tools used by Apple's own technicians
- Includes access to online technical information directly from Apple

High-priority

- Provides priority access to senior technical support personnel
- Offers self-paced training courses delivered via the Internet
- Provides rapid response time when a problem is escalated
- Lets you access premium Apple online support resources

Complex applications and network installations require expert technical support. That means you need the best possible tools to keep your Apple systems running smoothly. And when one of your users encounters a problem, you need fast access to people who can help you solve it quickly and effectively.

AppleCare Professional SupportLine and Tools provides priority access to Apple's senior technical support staff, plus a wide range of tools that you can use to optimize and troubleshoot Apple systems, allowing you to manage resources more efficiently, improve response time, and reduce training costs. It's an ideal solution for those who support users of high-end Macintosh networking products such as Mac OS X Server and AppleShare IP, as well as powerful multimedia solutions such as Final Cut Pro and QuickTime VR Authoring Studio. Telephone support includes assistance with basic usage, installation, launch, troubleshooting, and recovery of supported hardware and software products. Quarterly CD updates ensure that you get the latest tools and resources directly from Apple.

Your annual subscription includes the following features:

- Priority access to the AppleCare Professional SupportLine, the only telephone support product for Apple systems that puts you in touch with Apple experts in each solution area.
- Diagnostics that help you troubleshoot Apple hardware and software. The same tools are used by Apple's own technical support personnel.
- Software Recovery CDs, which provide you with a complete suite of tools for software installation, maintenance, and recovery for Apple-branded productivity, utility, and networking software.
- AppleCare Technician Training, a self-paced course that covers such topics as general computer terminology, Apple-specific computer architectures, Macintosh troubleshooting and preventive maintenance, and Apple technologies. It will give you the expertise you need to pass the AppleCare Service Certification Exams.*
- Service Source (consumer version), which includes hardware repair information, such as take-apart guides and parts databases, needed to complete the Technician Training course.
- Access to online discussion areas and a technical knowledge base used by Apple support personnel worldwide. You'll be able to see answers posted by Apple technical experts and to discuss topics with other administrators 24 hours a day.
- Timely email Support Notices designed to keep professional customers informed about the latest Apple technical issues.

Subscribe to AppleCare Professional SupportLine and Tools today and start getting fast, expert help from Apple in maintaining and optimizing your Apple systems.

*Successful completion of the Macintosh certification or PowerBook certification does not imply any authorization by Apple to perform repairs or to conduct business directly with Apple or on Apple's behalf.



Specification Sheet

AppleCare Professional SupportLine and Tools

2

Features

Benefits

Direct access to Apple technical experts



AppleCare Professional SupportLine

- Gives you priority access to senior Apple technical support personnel
- Ensures that problems will be seen through to resolution

Unified coverage of

- Hardware
- Operating system (including Mac OS and Mac OS X Server)
- Networking software (including AppleShare IP)
- Professional software solutions (including Final Cut Pro and QuickTime VR Authoring Studio)

- Lets you get help with all Apple products through a single telephone number

Ability to designate one primary and one backup support contact in your organization

- Gives you the flexibility of having two people authorized to use the AppleCare Professional SupportLine

Priority telephone queuing

- Puts you in touch with Apple experts quickly to help minimize downtime

Priority escalation

- Provides rapid response for problems that need to be escalated beyond the initial contact

Comprehensive library of AppleCare tools and resources



Software Recovery

- Gives you complete, efficient tools for software installation, maintenance, and recovery

Diagnostics

- MacTest Pro and Apple Hardware Test from Apple
- TechTool Deluxe from Micromat
- Service Source (consumer version)

- Helps you troubleshoot Apple hardware and software
- Allows you to fix many software-related issues
- Includes detailed information about Apple hardware, including take-apart guides and parts databases

AppleCare-developed repair training



Technician Training

- Provides self-paced training that will give you the expertise you need to pass the AppleCare Service Exams

Valuable Internet resources



Access to exclusive Apple online resources

- Provides the latest information from Apple about Mac support issues and solutions
- Lets you share ideas and solutions with other Mac administrators

Email updates

- Provides email notification of current Apple technical issues as they arise

Convenient annual subscription



Quarterly CD updates

- Makes sure you have the latest Apple tools



Specification Sheet

AppleCare Professional SupportLine and Tools

Ordering Information

AppleCare Professional SupportLine and Tools

Annual Agreement: Order No. M8070LL/A

Individuals and businesses can purchase an annual subscription to AppleCare Professional SupportLine and Tools through any of these channels:

- The Apple Store. Visit www.apple.com/store in the U.S. or www.apple.com/canadastore in Canada.
- AppleCare ordering hotline. Call 800-APL-CARE (800-275-2273) in the U.S. and Canada.
- An Apple Authorized Reseller. Call 800-538-9696 in the U.S. or 800-665-2775 in Canada for information about the reseller nearest you.

Educators can purchase an annual subscription to AppleCare Professional SupportLine and Tools by calling 800-800-APPL (800-800-2775).

System Requirements

- Apple computer with a PowerPC processor
- At least 32MB of RAM
- Mac OS 8.6 or later (Mac OS 9 or later for Technician Training Service Foundations: Mac OS)
- CD-ROM drive (4x speed or faster) or DVD-ROM drive
- Display capable of at least 800-by-600-pixel resolution and thousands of colors
- QuickTime 4.0 or later
- Microsoft Internet Explorer 4.5.1 or later
- Adobe Acrobat Reader 4.0 or later
- Internet connection

Contents

- Diagnostics
- Software Recovery
- Technician Training
- Service Source (consumer version)

For More Information

If you'd like to find out more about AppleCare Professional SupportLine and Tools, please visit the AppleCare website at www.apple.com/support in the U.S. or www.apple.com/ca/support in Canada.

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